



**TO:** WorkOne Regional Directors and Managers

**FROM:** Brooke Huntington, Deputy Commissioner *BH*  
Customer Solutions

**DATE:** April 18, 2006

**SUBJECT:** DWD Commissioner's Directive 2005-15  
PY'04 Wagner-Peyser/Unemployment Insurance Incentive Awards  
and Access Procedures

**RE:** Wagner-Peyser 7B and Unemployment Insurance Funding

### **Purpose**

The purpose of this communication is to announce Wagner-Peyser and Unemployment Insurance incentive awards to recognize state merit staff in workforce service areas (WSAs) for PY'04 WSA performance, and to establish procedures for accessing these awards.

### **Rescissions**

None.

### **Background**

Incentive dollars are available this program year for state merit staff in WSAs who met or exceeded Wagner-Peyser and Unemployment Insurance performance standards set forth last program year.

Mitchell E. Daniels, Jr., *Governor*  
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## Content

DWD Commissioner's Directive #2004-14, "Program Year 2004 (PY'04) System and WIA Performance Levels and Incentive Awards Policy," described the state's strategy for distributing incentive funds using WIA, Wagner-Peyser and Unemployment Insurance incentive funds. In that policy, half of the Wagner-Peyser 7B incentive funds and all of the Unemployment Insurance incentive funds were earmarked for rewarding success on meeting Wagner-Peyser, Unemployment Insurance and customer satisfaction goals. This communication deals with those awards, which total \$60,000.

DWD Commissioner's Directive #2004-07, "PY'04 Wagner-Peyser/Unemployment Insurance Local Performance Levels and Incentive Awards," dated July 29, 2004, provided the foundation for specifically evaluating Wagner-Peyser and Unemployment Insurance success in PY'04. In that policy, the following distribution strategy was announced:

Half of the amount to be distributed will be equally divided among WSAs who met both PY'04 Wagner-Peyser/UI customer satisfaction goals as well as at least four of the five other local usage and service performance goals (three Wagner-Peyser and two Unemployment Insurance measures).

The remaining half will be distributed to those who have not only met the criteria above, but also exceeded one or more of their five usage and service standards by 5% (the estimated target for the ensuing year's performance) for the Wagner-Peyser measures or the new levels being proposed by DOL for the Unemployment Insurance measures. This share of the award will be equally distributed based upon the number of standards exceeded.

All areas met both of the customer satisfaction goals. Ten WSAs also met at least 4 of 5 goals established for their area. They are identified in the attached tables. As the purpose of the incentive awards is to reward field staff for accomplishing/exceeding goals, the incentive award dollars will be directed toward morale-linked projects which are reasonable and necessary for operation of programs.

Below are examples of how the incentive awards may be used:

- o procurement of training such as contracting for computer courses for staff,
- o purchase of certain types of appropriate decorations for the office,
- o addition of hourly staff during periods of peak activity and for major projects,
- o attendance of staff at work-related conferences, and
- o addition of automated equipment.

This list is **not** all inclusive and managers and program directors are to consult with staff to determine use of the awards that best meets their needs and those of the customers.

Examples of how the awards may **not** be used are:

- o rent or leases that will be a continuing obligation,
- o bonuses or other payment to staff (payment or payment in kind),
- o awards banquets, parties, etc., or
- o salaries of permanent employees.

WorkOne Regional Directors will prepare a plan to spend the award. For each item in the plan include the following:

- o a description,
- o justification, and
- o approximate cost of each item.

A portion of the funds may be reserved in the plans for contingent spending such as money to hire hourly employees for a recruiting project.

Submit the completed plan to William Miller, Director of Career Services, for review and approval. Once the plan is approved, the items included can be procured using regular DWD procurement procedures. For budgeting purposes, please note that the awards will be evenly split between Wagner-Peyser and Unemployment Insurance.

**Effective Date**

Immediately.

**Ending Date**

This award will be available for use through September 30, 2006.

**Ownership**

DWD ITS Evaluation Section.

**Action**

Follow the procedures outlined in this communication. Submit the plan to William Miller, Director of Career Services, by April 28, 2006.

If you have any questions about appropriate expenditures of incentive awards, contact William Miller at 317/233-4010. If you have any questions about procurement, contact Barb Giuliano at 317/232-7471.



## Final PY'04 Wagner-Peyser Performance

| WSA              |    | EMPLOYERS SERVED |        |     |     | JOB ORDERS |        |     |     | SECURED EMPLOYMENT |        |     |     | HI CITIZEN SATISFACTION |     | HI EMPLOYER SATISFACTION |     |
|------------------|----|------------------|--------|-----|-----|------------|--------|-----|-----|--------------------|--------|-----|-----|-------------------------|-----|--------------------------|-----|
|                  |    | Actual           | Target | Met | +5% | Actual     | Target | Met | +5% | Actual             | Target | Met | +5% | Actual                  | Met | Actual                   | Met |
| Northwest        | 1  | 805              | 938    | N   | N   | 3205       | 2343   | Y   | Y   | 4855               | 5859   | N   | N   | 65.6%                   | Y   | 70.9%                    | Y   |
| Kankakee Valley  | 2  | 634              | 629    | Y   | N   | 1940       | 1572   | Y   | Y   | 5143               | 3930   | Y   | Y   | 68.6%                   | Y   | 71.3%                    | Y   |
| Northern         | 3  | 1088             | 1029   | Y   | Y   | 3268       | 2573   | Y   | Y   | 8985               | 6431   | Y   | Y   | 61.2%                   | Y   | 67.0%                    | Y   |
| Northeast        | 5  | 1861             | 1385   | Y   | Y   | 4423       | 3464   | Y   | Y   | 13230              | 8660   | Y   | Y   | 71.7%                   | Y   | 72.3%                    | Y   |
| Tecumseh Area    | 6  | 566              | 531    | Y   | Y   | 1717       | 1328   | Y   | Y   | 4933               | 3319   | Y   | Y   | 71.6%                   | Y   | 66.4%                    | Y   |
| North Central    | 7  | 555              | 456    | Y   | Y   | 1625       | 1141   | Y   | Y   | 3994               | 2853   | Y   | Y   | 73.3%                   | Y   | 73.9%                    | Y   |
| Madison County   | 8  | 217              | 357    | N   | N   | 474        | 892    | N   | N   | 2759               | 2230   | Y   | Y   | 70.0%                   | Y   | 75.9%                    | Y   |
| East Central     | 9  | 759              | 797    | N   | N   | 2127       | 1992   | Y   | Y   | 5174               | 4981   | Y   | N   | 70.0%                   | Y   | 83.4%                    | Y   |
| Western          | 10 | 561              | 524    | Y   | Y   | 1738       | 1311   | Y   | Y   | 3918               | 3277   | Y   | Y   | 70.4%                   | Y   | 71.6%                    | Y   |
| Circle Seven     | 11 | 641              | 578    | Y   | Y   | 1952       | 1445   | Y   | Y   | 3979               | 3612   | Y   | Y   | 63.9%                   | Y   | 68.7%                    | Y   |
| Marion County    | 12 | 1232             | 1275   | N   | N   | 4452       | 3188   | Y   | Y   | 10480              | 7970   | Y   | Y   | 61.6%                   | Y   | 60.9%                    | Y   |
| Southeast        | 13 | 668              | 625    | Y   | Y   | 1912       | 1564   | Y   | Y   | 4471               | 3909   | Y   | Y   | 71.4%                   | Y   | 73.6%                    | Y   |
| Shawnee Trace    | 14 | 883              | 733    | Y   | Y   | 2559       | 1829   | Y   | Y   | 6370               | 4574   | Y   | Y   | 75.8%                   | Y   | 85.6%                    | Y   |
| South Central    | 15 | 609              | 593    | Y   | N   | 1732       | 1484   | Y   | Y   | 5168               | 3709   | Y   | Y   | 66.0%                   | Y   | 63.4%                    | Y   |
| Southwest        | 16 | 695              | 554    | Y   | Y   | 2108       | 1385   | Y   | Y   | 6080               | 3463   | Y   | Y   | 79.8%                   | Y   | 76.3%                    | Y   |
| Southern Seven   | 17 | 899              | 996    | N   | N   | 2785       | 2489   | Y   | Y   | 4938               | 6223   | N   | N   | 70.8%                   | Y   | 76.7%                    | Y   |
| Statewide Undup. |    | 12,249           | 12,000 | Y   | N   | 38,036     | 30,000 | Y   | Y   | 93,597             | 75,000 | Y   | Y   | 69.2%                   | Y   | 72.5%                    | Y   |

| CITIZENS SERVED |         |         |     |
|-----------------|---------|---------|-----|
|                 | Actual  | Target  | Met |
| Statewide       | 475,103 | 375,000 | Y   |

## Final PY'04 Unemployment Insurance Performance

| WSA             | FIRST PAYMENT TIME LAPSE |     |          | CONTINUED PAYMENT TIME LAPSE |     |          |
|-----------------|--------------------------|-----|----------|------------------------------|-----|----------|
|                 | Actual                   | Met | Exceeded | Actual                       | Met | Exceeded |
| Northwest       | 85.87                    | N   | N        | 84.18                        | N   | N        |
| Kankakee Valley | 91.72                    | Y   | Y        | 88.20                        | Y   | N        |
| Northern        | 78.65                    | N   | N        | 87.09                        | Y   | N        |
| Northeast       | 90.07                    | Y   | Y        | 88.75                        | Y   | N        |
| Tecumseh Area   | 90.47                    | Y   | Y        | 89.10                        | Y   | N        |
| North Central   | 90.50                    | Y   | Y        | 89.24                        | Y   | N        |
| Madison County  | 93.84                    | Y   | Y        | 91.70                        | Y   | Y        |
| East Central    | 92.18                    | Y   | Y        | 92.18                        | Y   | Y        |
| Western         | 87.48                    | Y   | N        | 88.30                        | Y   | N        |
| Circle Seven    | 91.22                    | Y   | Y        | 89.56                        | Y   | N        |
| Marion County   | 83.19                    | N   | N        | 86.78                        | N   | N        |
| Southeast       | 91.94                    | Y   | Y        | 91.02                        | Y   | Y        |
| Shawnee Trace   | 92.92                    | Y   | Y        | 90.96                        | Y   | Y        |
| South Central   | 89.31                    | Y   | N        | 89.47                        | Y   | N        |
| Southwest       | 91.24                    | Y   | Y        | 89.46                        | Y   | N        |
| Southern Seven  | 87.66                    | Y   | N        | 87.52                        | Y   | N        |
| State Totals    | 87.35                    | Y   | N        | 87.89                        | Y   | N        |

## Awards for PY'04

### Wagner-Peyser / Unemployment Insurance Performance

| WSA             | Met 4 of 5 | Meeting Share | # Exceeded | Exceeding Share | Total Award |
|-----------------|------------|---------------|------------|-----------------|-------------|
| Northwest       | N          | -0-           | N/A        | -0-             | -0-         |
| Kankakee Valley | Y          | 2,500         | 3          | 2,045           | \$4,545     |
| Northern        | Y          | 2,500         | 3          | 2,045           | \$4,545     |
| Northeast       | Y          | 2,500         | 4          | 2,728           | \$5,228     |
| Tecumseh Area   | Y          | 2,500         | 4          | 2,728           | \$5,228     |
| North Central   | Y          | 2,500         | 4          | 2,728           | \$5,228     |
| Madison County  | N          | -0-           | N/A        | -0-             | -0-         |
| East Central    | Y          | 2,500         | 3          | 2,045           | \$4,545     |
| Western         | Y          | 2,500         | 3          | 2,045           | \$4,545     |
| Circle Seven    | Y          | 2,500         | 4          | 2,728           | \$5,228     |
| Marion County   | N          | -0-           | N/A        | -0-             | -0-         |
| Southeast       | Y          | 2,500         | 5          | 3,408           | \$5,908     |
| Shawnee Trace   | Y          | 2,500         | 5          | 3,408           | \$5,908     |
| South Central   | Y          | 2,500         | 2          | 1,364           | \$3,864     |
| Southwest       | Y          | 2,500         | 4          | 2,728           | \$5,228     |
| Southern Seven  | N          | -0-           | N/A        | -0-             | -0-         |
| Totals          | 12 of 16   | \$30,000      | 45         | \$30,000        | \$60,000    |